

FIG. 1

SEE "EXPLANATION OF THE REFERENCE NUMERALS" IN TECHNICAL TERM. doc FOR TRANSLATED TERMS

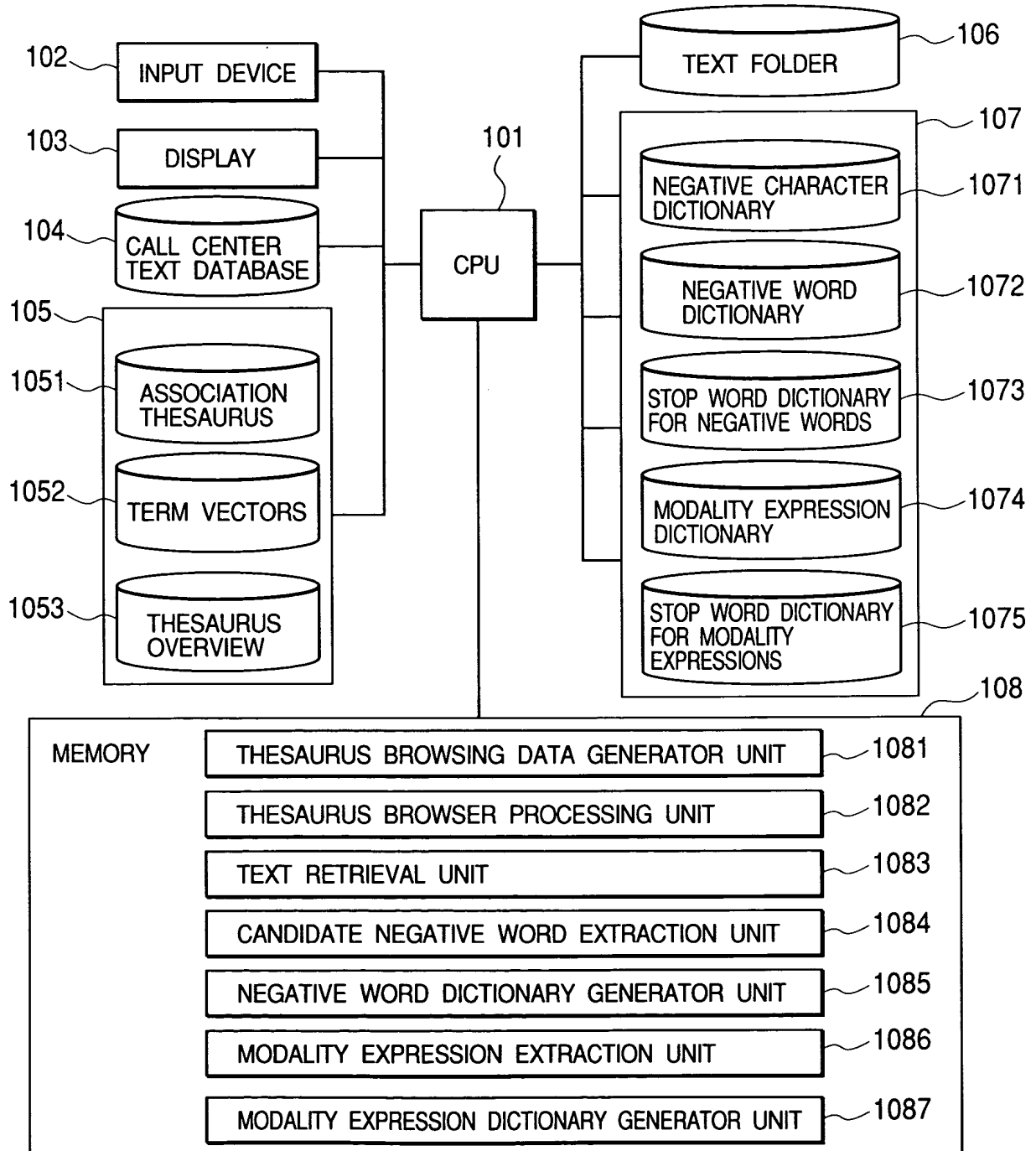


FIG. 2

DATA STRUCTURE OF A CALL
CENTER'S TEXT DATABASE

1041 CONVERSATION ID	1042 TRANSCRIPTION OF CONVERSATION	1043 FLAG INDICATING RETRIEVED RECORDS	1044 FLAG INDICATING CLASSIFIED RECORDS
1			
2			
3			
4			
5			
6			

FIG. 3

DATA STRUCTURE OF AN ASSOCIATION THESAURUS

#	TERM X	TERM Y	CORRELATION
1			
2			
3			
4			
5			
6			

FIG. 4

DATA STRUCTURE OF A TERM VECTOR DATA

#	CONVERSATION ID	KEY TERM LIST
1	1	
2	2	
3	3	
4	4	
5	5	
6	6	

FIG. 5

DATA STRUCTURE OF THESAURUS OVERVIEW

TERM GROUP NUMBER	TERM LIST
1	
2	
3	
4	
5	
6	

FIG. 6

DISPLAY INTERFACE FOR TEXT CLASSIFICATION 601

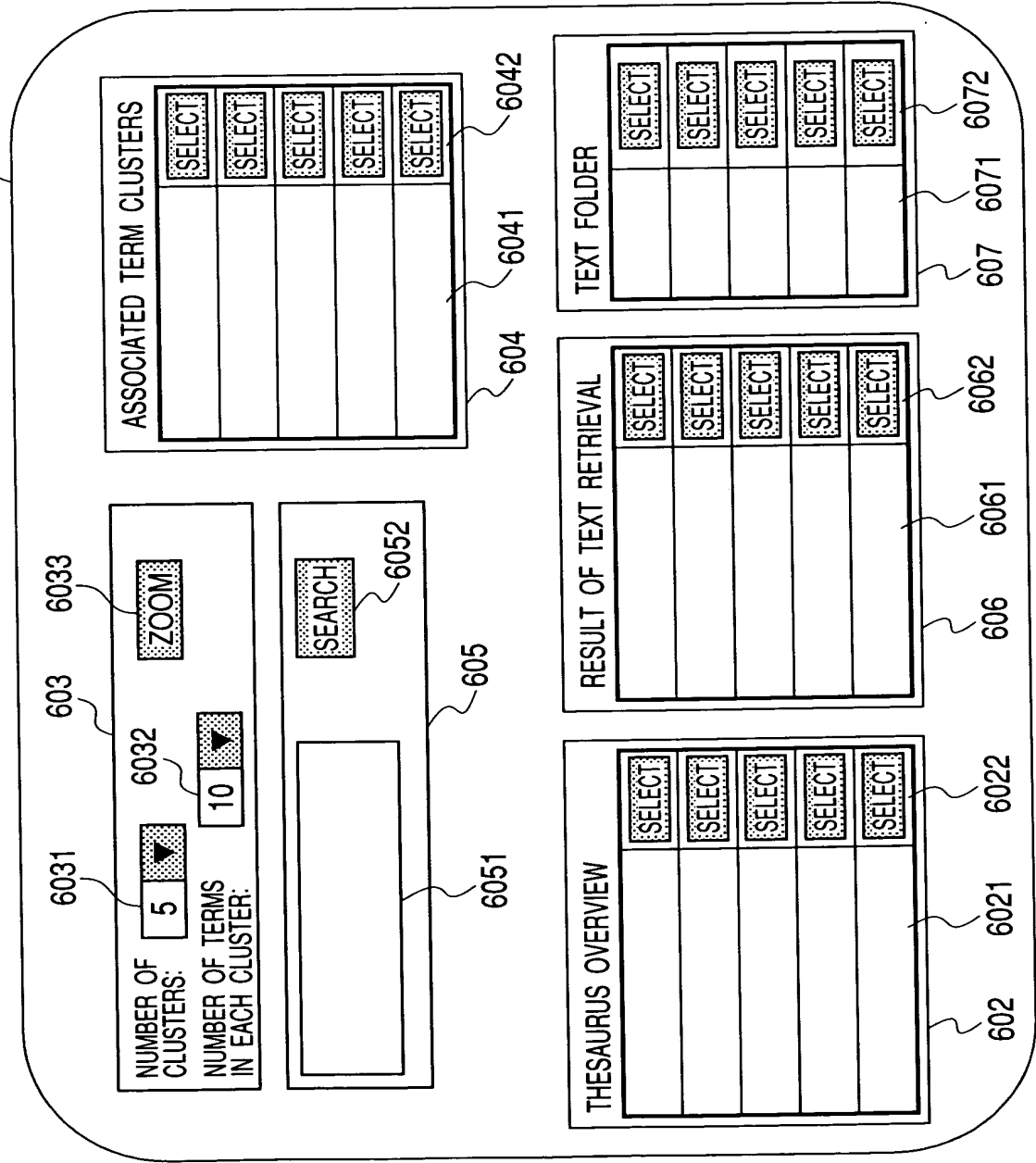


FIG. 7

PROCEDURE OF GENERATING
DATA FOR THESAURUS BROWSING

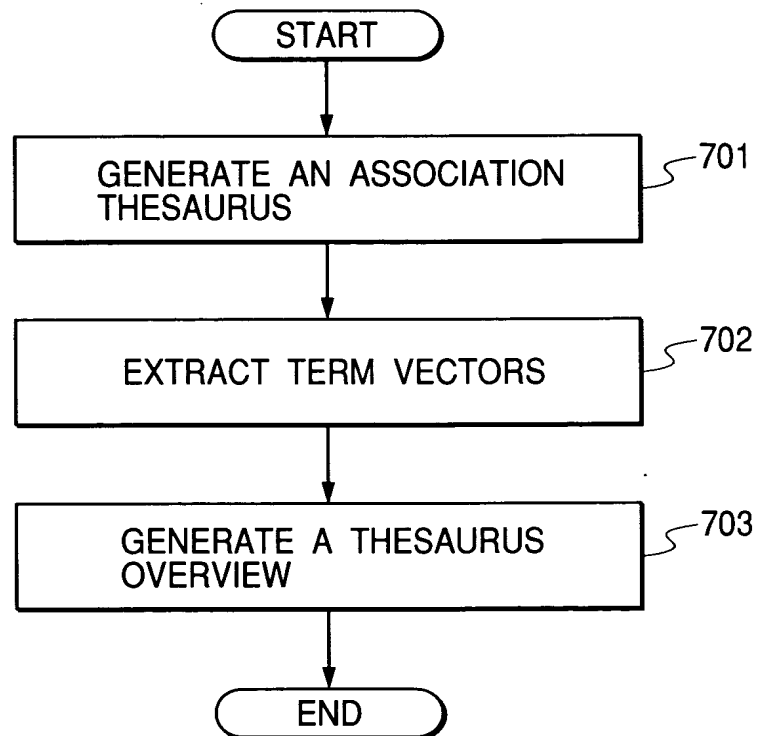


FIG. 8

PROCEDURE OF THESAURUS BROWSING

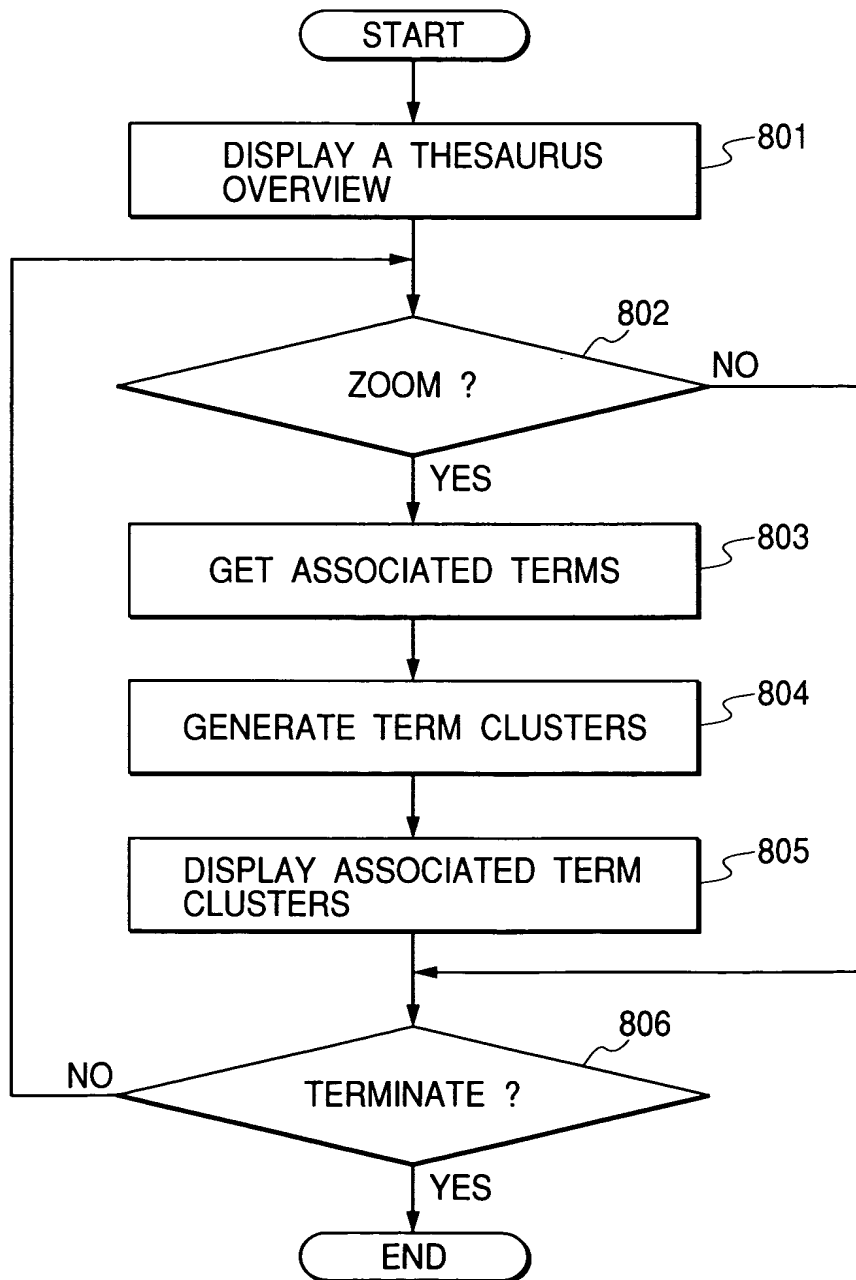


FIG. 9

PROCEDURE OF TEXT CLASSIFICATION

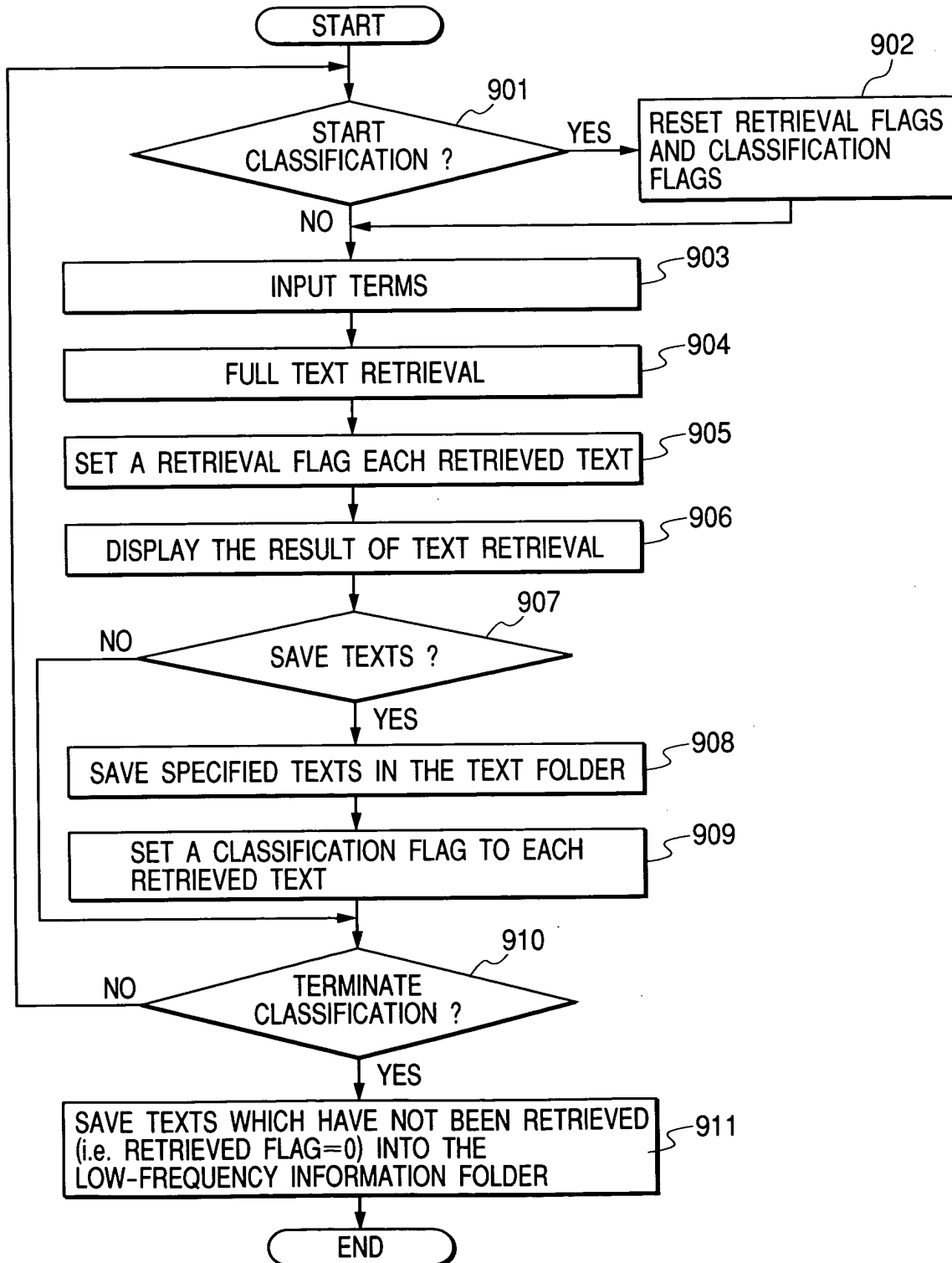


FIG. 10

DATA STRUCTURE OF A TEXT FOLDER

FOLDER ID	FOLDER NAME	TEXT ID LIST
1		
2		
3		
4		
5		
6		

FIG. 11

DISPLAY INTERFACE FOR IDENTIFYING NEGATIVE WORDS

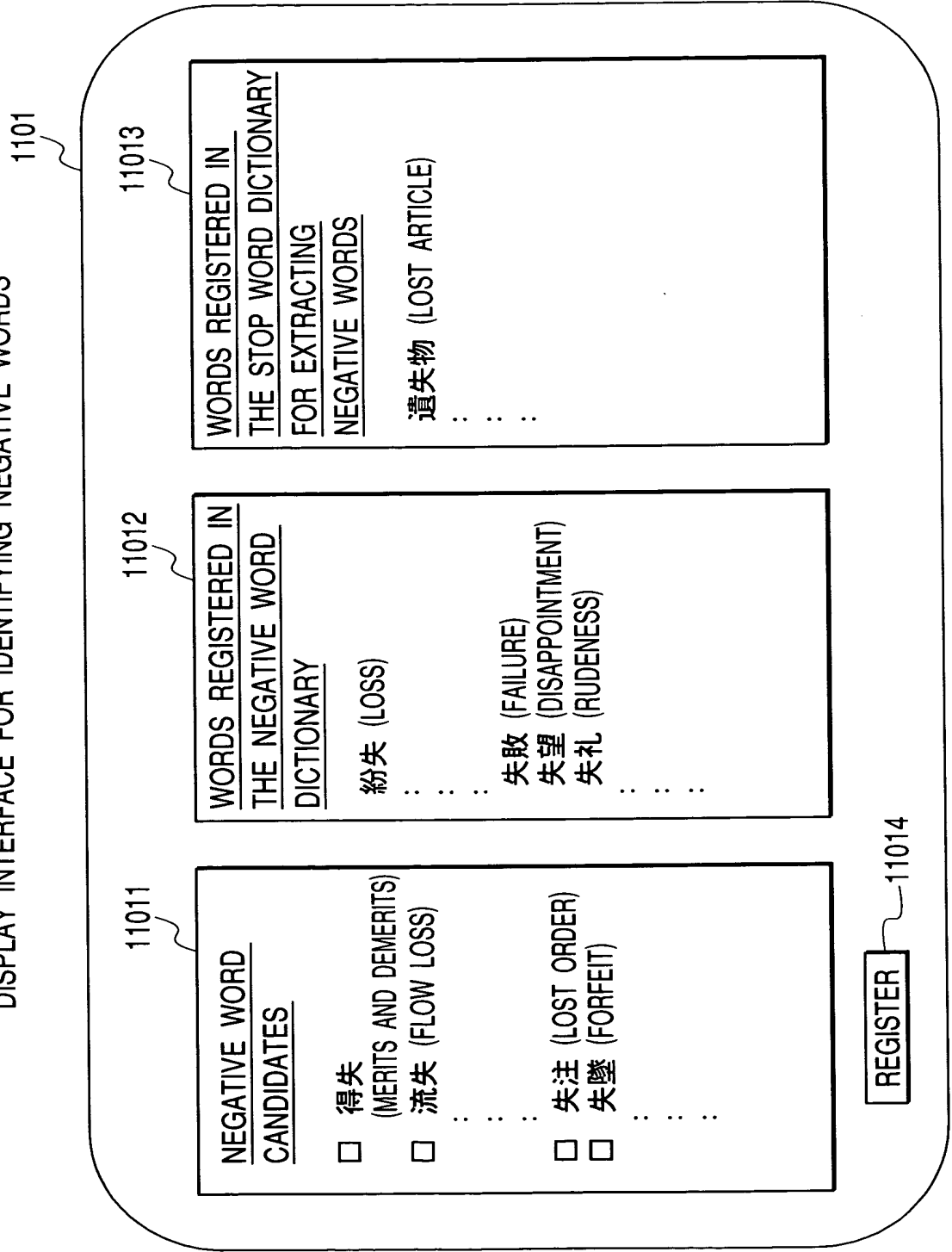


FIG. 12**DATA STRUCTURE OF NEGATIVE
CHARACTER DICTIONARY**

ID	NEGATIVE CHARACTER	NEGATIVE LEVEL	NUMBER OF WORDS REGISTERED IN THE NEGATIVE WORD DICTIONARY	NUMBER OF WORDS REGISTERED IN THE STOP WORD DICTIONARY FOR EXTRACTING NEGATIVE WORDS
:				
35	失 (LOSE)	0.8	32	4
:				
42	遅 (SLOW)	0.7	5	0
:				
56	負 (NEGATIVE, SUFFER)	0.6	14	4

FIG. 13DATA STRUCTURE OF NEGATIVE
WORD DICTIONARY

ID	NEGATIVE WORD	NEGATIVE LEVEL
:		
131	紛失 (LOSS)	0.8
132	失敗 (FAILURE)	0.8
133	失望 (DISAPPOINTMENT)	0.8
134	失礼 (RUDENESS)	0.8
:		

FIG. 14

DATA STRUCTURE OF STOP
WORD DICTIONARY FOR
EXTRACTING NEGATIVE WORDS

ID	STOP WORD FOR EXTRACTING NEGATIVE WORDS
:	
12	遺失物 (LOST ARTICLE)
:	
45	勝負 (CONTEST)
:	
:	

FIG. 15DATA STRUCTURE OF MODALITY
EXPRESSION DICTIONARY

ID	MODALITY EXPRESSION	PART OF SPEECH	MODALITY
25	くれないのか (WON'T YOU GIVE...)	AUXILIARY	REQUEST (CRITICISM)
:			
35	そもそも (ORIGINALLY)	ADVERB	CRITICISM
:			
42	なぜ～ないのか (WHY CAN'T YOU...)	AUXILIARY	QUESTION (CRITICISM)
:			
82	欲しい (WANT)	AUXILIARY	REQUEST

FIG. 16

DATA STRUCTURE OF STOP WORD DICTIONARY
FOR EXTRACTING MODALITY EXPRESSIONS

ID	STOP WORDS FOR EXTRACTING MODALITY EXPRESSIONS	PART OF SPEECH
:		
12	いつも (ALWAYS)	ADVERB
:		
45		
:		
:		

FIG. 17

PROCEDURE OF EXTRACTING NEGATIVE WORD CANDIDATES

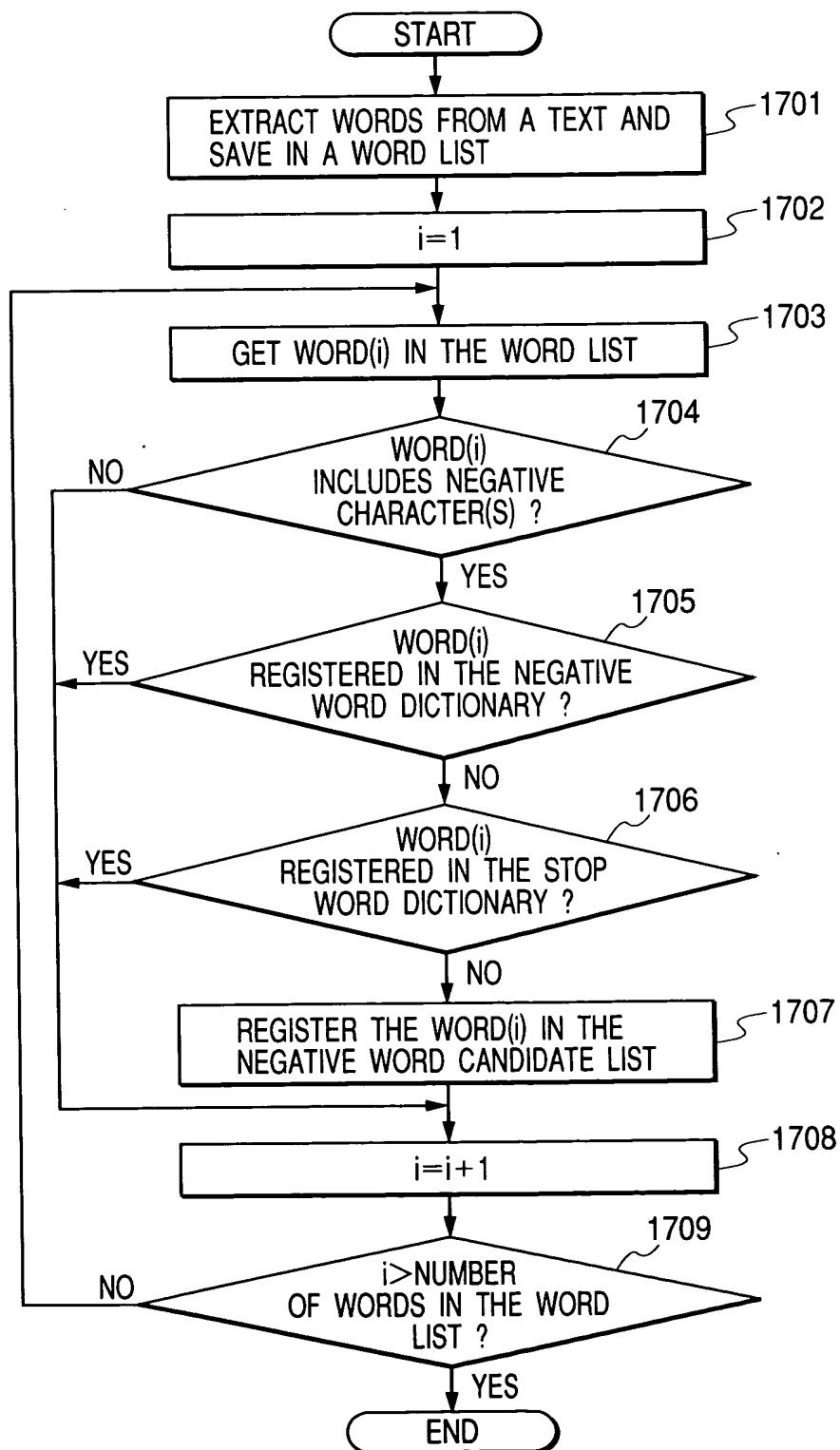


FIG. 18

PROCEDURE OF GENERATING NEGATIVE WORD DICTIONARY

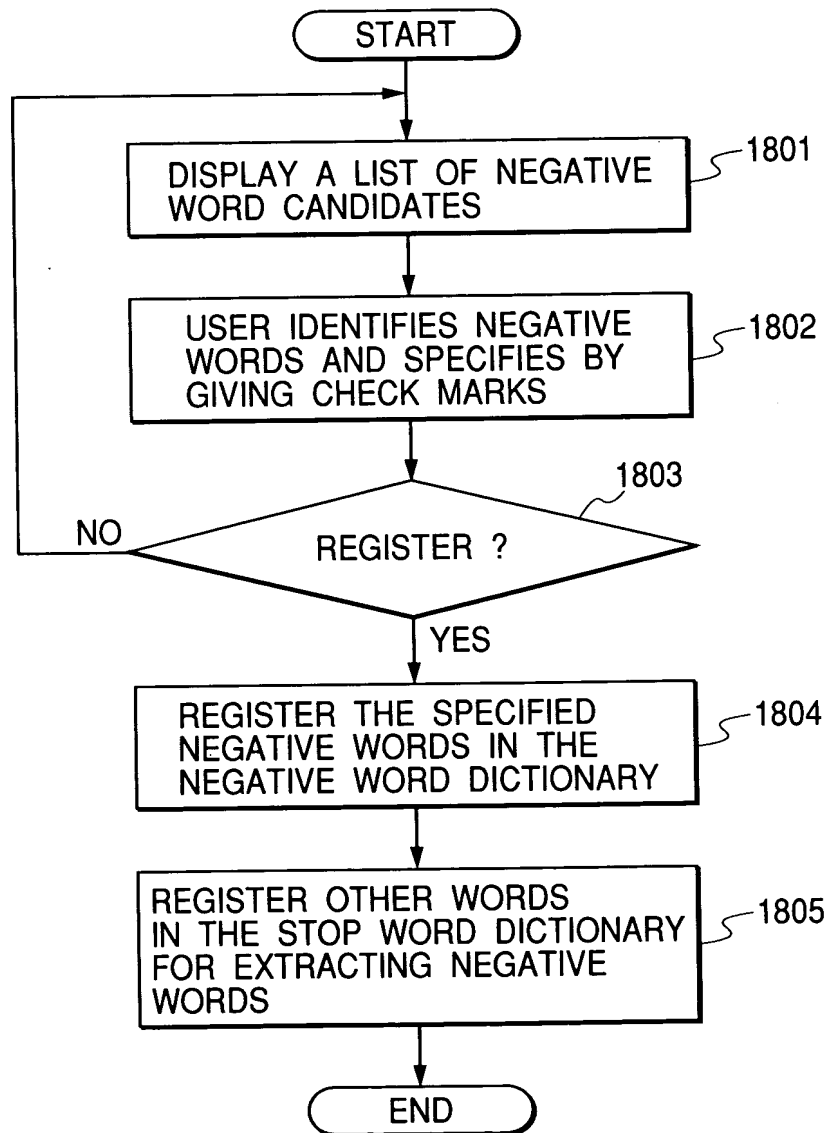


FIG. 19

PROCEDURE OF EXTRACTING MODALITY EXPRESSION CANDIDATES

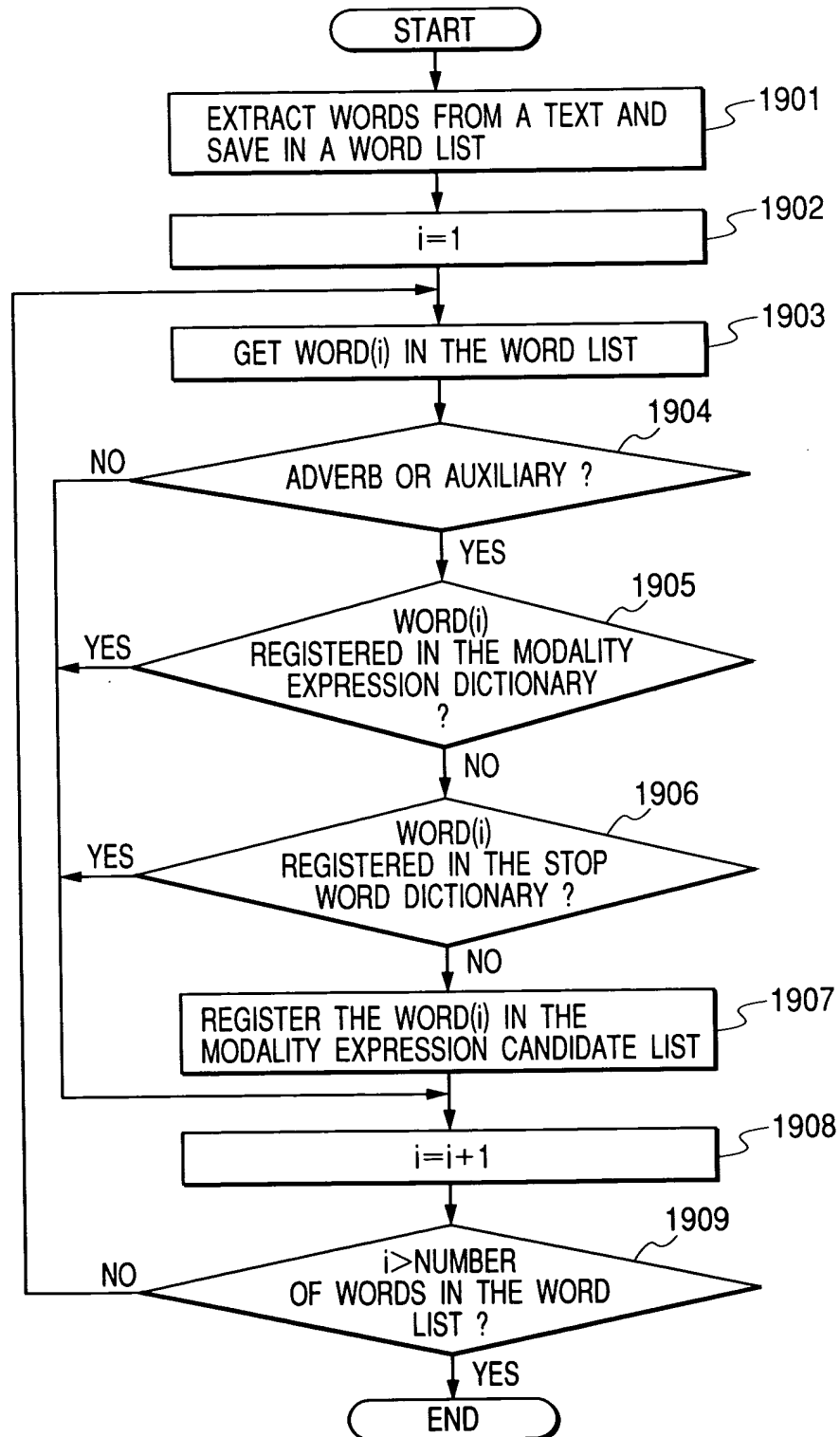


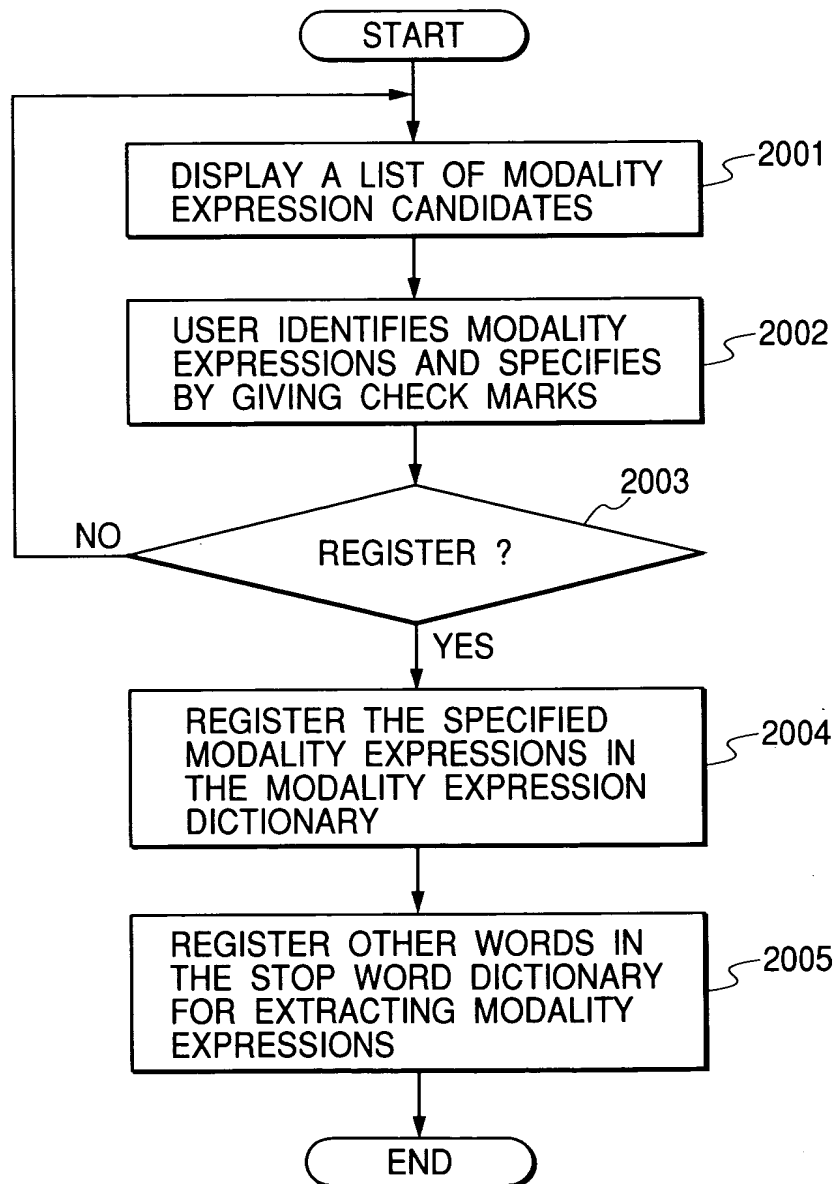
FIG. 20PROCEDURE OF GENERATING
MODALITY EXPRESSION DICTIONARY

FIG. 21

DATA STORAGE FOR EXTRACTING
LOW FREQUENCY KNOWLEDGE

